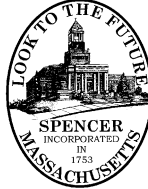


TOWN OF SPENCER, MASSACHUSETTS
OFFICE OF THE
WATER DEPARTMENT

DAVID R. O'COIN
NORMAN C. LETENDRE, JR.
ROBERT O. FRITZE, JR.

3 OLD MEADOW ROAD
SPENCER, MA. 01562



SUPERINTENDENT
STEVEN J. TYLER, P.E.

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Minutes of Meeting held October 3, 2012

Meeting of the Board of Water Commissioners held at the Water Department, 3 Old Meadow Road, Spencer, MA. All maps, diagrams, letters and notices are on file at the Utilities and Facilities Office.

Members present: David R. O'Coin
Robert O. Fritze, Jr.

Staff present: Steven Tyler, Superintendent
Gregory Karpowicz, Chief Water Operator
Susan Lacaire, Clerk
Debra Graves, Clerk

Meeting was called to order at 5:00 P.M.

The minutes of September 17, 2012 were approved. Motion O'Coin/Fritze passed 2/0.

Residents Questions: Resident of 47 Main Street had asked the Commissioners for an extension to pay late Water/Sewer Bill. She is having financial hardship and will be getting funds together to pay the amount due for Water/Sewer. The amount of \$1,100.00 was paid to that account. Motion made O'Coin/Fritze to abate **all** Water late fees from this account passed 2/0. Resident of 34 Grove Street did not pay the termination amount due by September 19, 2012. Water was terminated. However he has made full payment of termination amount due and water service was restored.

Terminations and Billing Policies: The Commissioners drafted a new Water Department Termination Policy. The following is the **draft**:

WATER DEPARTMENT TERMINATION POLICY

DRAFT 10-3-12

TO BE EFFECTIVE JANUARY 1, 2012

1. Water Customers will be subject to termination when balance is **15** days past due.
2. Water Customers will be notified **30** days in advance of termination.

3. Termination Notice of multifamily dwellings will be served to the owners by the Constable.
4. Notice of termination will be placed on all entry doors of multifamily dwellings.
5. Pictures will be taken of termination notice on entry doors.
6. All Termination Notice payments must be made in cash, money order, or by certified bank check. Personal checks will not be accepted.
7. Master Card and Discover will be accepted for termination payments.
8. **To avoid a termination, payment agreements may be considered by the Board of Water Commissioners in cases of documented extreme unusual hardship and through providing written hardship documentation with a written request submitted to the Water Department no later than 15 days from the date of Termination Notice requesting to appear at the next public Water Commissioners' meeting. It is up to the Water Customer requesting a hardship hearing to mandatorily attend the next Water Commissioners meeting. Failure to attend the next Water Commissioners meeting will result in automatic denial of the hardship request and result in water service termination unless the entire past due amount including late fees is paid in full prior to the termination date.**
9. The payment agreement shall be followed by the customer. Failure to do so will result in termination of water service the day after the agreement due date. Failure to fulfill an agreement shall be just cause for the Commissioners refusal to consider any future agreements with the same customer.
10. All costs of the termination (i.e. Constable fees, registered letters, etc.) shall be the responsibility of the Water customer.
11. If service is terminated a 60.00 off/on fee will be charged to the Water customer.
12. Water Department personnel that are called in after 3:30PM to turn water on will be paid overtime for 4 hours. This cost will be added to the Water customer's account.

This draft will be reviewed at the next meeting.

Superintendent Tyler spoke about using Jeffrey & Jeffrey to collect the Water/Sewer bills. He pointed out it would take more steps to get files ready to go to Jeffrey & Jeffrey and it would take longer to collect the money. Motion made O'Coin/Fritze to not use Jeffrey & Jeffrey at this time. Passed 2/0

Motion made O'Coin/ Fritze to eliminate the late fee on each past due quarter and to have a flat \$15.00 late fee for one quarter only. Passed 2/0. Commissioner Fritze and Superintendent Tyler will attend the October 9, 2012 meeting of the Sewer Commissioners to discuss this with them.

E Billing: Motion made O'Coin/Fritze to put E Billing on hold until more answers concerning this can be obtained. Passed 2/0

Interviews Junior Clerk: Commissioner Robert Fritze will participate with the interviews that are to be held October 10 and 11 from 9:00 to 12:00 at the Town Hall.

Emergency Generator Cranberry Brook Well: Allen Plumbing & Heating will install a new additional 3" gas pipe to the generator. This work was previously unforeseen. Allen Plumbing and heating was originally selected and contracted through a 3 quote

process. The Water Department wants to stay with Allen Plumbing and heating to do this new additional work because of their value previously generated through the quote process and more importantly because of their familiarity with site conditions and the new generator that the work is for. In addition, it is critical that this work proceed as soon as possible for public water supply backup power purposes. Allen Plumbing and heating is ready to begin immediately.

Two Zone Pressure System Update: Communications issues have not gone away completely, but have diminished. R.E. Erickson continues to work on these issues.

FEMA Certificates: Superintendent Tyler will arrange with Fire Chief Bob Parson to participate in a class, for those that need certification, to get the IS-700 and IS-100 FEMA and NEMSCAST certification.

Motion to adjourn at 7:20 passed 2/0.